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Discuss with a partner.

1. Have you ever suffered from jet lag?
2. What are the best ways to relax after a long journey?
3. Have you ever visited a spa / a steam room / a sauna / a swimming pool in a different country?
4. Have you ever ordered room service while staying at a hotel? What did you order?
5. In your opinion, what are the best types of food to offer for room service?

Hotel services and facilities *Hotellin palvelut ja tilat*

What are the opening hours of the hotel gym/pool/spa/sauna/wellness centre?

Mitkä hotellin kuntosalin/uima-altaan/spa-osaston/saunan/hyvinvointikeskuksen aukioloajat ovat?

What are the opening hours of the hotel restaurant/bar?

Mitkä hotellin ravintolan/baarin aukioloajat ovat?

I'd like to book a massage / a facial / a treatment / a manicure / a pedicure.

Haluaisin varata hieronnan/kasvohoidon/hoidon/käsihoidon/jalkahoidon.

I'd like to use the laundry service.

Haluaisin käyttää pesulapalveluita.

I'd like a wake-up call for seven o'clock tomorrow morning, please.

Haluaisin herätyssoiton kello seitsemältä huomisaamulla, kiitos.

Could you call a taxi for me, please?

Soittaisitteko minulle taksin, kiitos?

I'd like to have an in-room breakfast for tomorrow, please.

Haluaisin tilata aamupalan huoneeseeni huomiseksi, kiitos.

I'd like to order room service, please.

Haluaisin tilata huonepalvelusta, kiitos.

My room number is...

Huoneeni numero on...

5A

Match what the hotel guest says with what the receptionist replies.

Hotel guest

1. Hi, this is XX from room 333. ____
2. What are the opening hours of the hotel sauna? ____
3. Could you call a taxi for me, please? ____
4. I'd like to use the laundry service. ____
5. I'd like a wake-up call for tomorrow morning, please. ____
6. I'd like to book a massage for tonight. ____

Receptionist

- a) Sure, what time would you like it?
- b) Hello sir/ma'am, how can I be of assistance?
- c) Thank you, sir/ma'am. Would you like a forty-five minute or a sixty-minute session?
- d) Yes, of course. Are you leaving right away?
- e) It's open from 7 a.m. till 9 p.m. daily.
- f) Alright, I'll send somebody to pick up your laundry right away.

5C

Work with a partner. One of you is the hotel guest who calls the reception, and the other one is the receptionist. Practise the conversations below. Use your imagination with the details. Switch roles.

- You want to order a wake-up call.
- You want to know what the opening hours of some hotel facility are.
- You want to use the laundry service.
- You want to order a taxi to some place.
- You want to book a spa treatment or a massage session.